

IDS Form PTO/SB/08: Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>				Complete if Known	
				Application Number	09/704,838
				Filing Date	November 1, 2000
				First Named Inventor	Richard E. Sloan
				Art Unit	3694
Examiner Name	Apple, Kirsten Sachwitz				
Sheet	1	of	11	Attorney Docket Number	10761.0183-05

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Examiner Initials	Cite No. ¹	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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	82	European Patent Application No. 01927371.3 (Publication No. EP 1269386), Communication pursuant to Article 96(2), with Annex to the communication; Date: June 5, 2003.			
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)			Application Number	09/704,838	
			Filing Date	November 1, 2000	
			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	8	of	11	Attorney Docket Number	10761.0183-05

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			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
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¹ The search report for PCT/US02/25488 (WO 03/17040) cited, as an "X" document, on June 23, 2002, a press release, "Weblene Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service", Business Wire; New York; Apr 20, 1999, pages 1-3. It is suspected that the reference was mis-cited by the PCT search organization, because a press release of the same title and from the same source but of a different date (August 16, 1999, not April 20, 1999) was found. The August 16, 1999, press release is attached.

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				<i>Art Unit</i>	3694
				<i>Examiner Name</i>	Apple, Kirsten Sachwitz
Sheet	11	of	11	<i>Attorney Docket Number</i>	10761.0183-05

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